

AMENDMENTS TO THE DRAWINGS

Please replace Figs. 5.1-5.7, Figs. 7.1-7.2, Figs. 8.1-8.2 and Figs. 11a.1-11d.3 with the attached amended figures on drawing pages numbered 6-9, 11-12, 16-23.



FIG. 5.1 EXAMPLE OF INDOC OPERATIONS

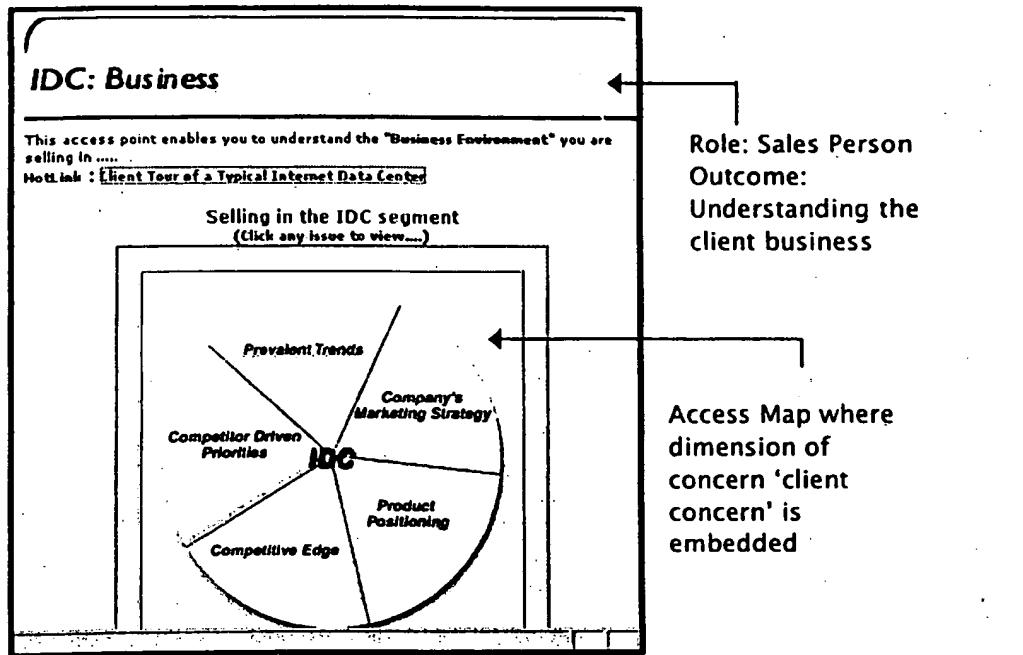
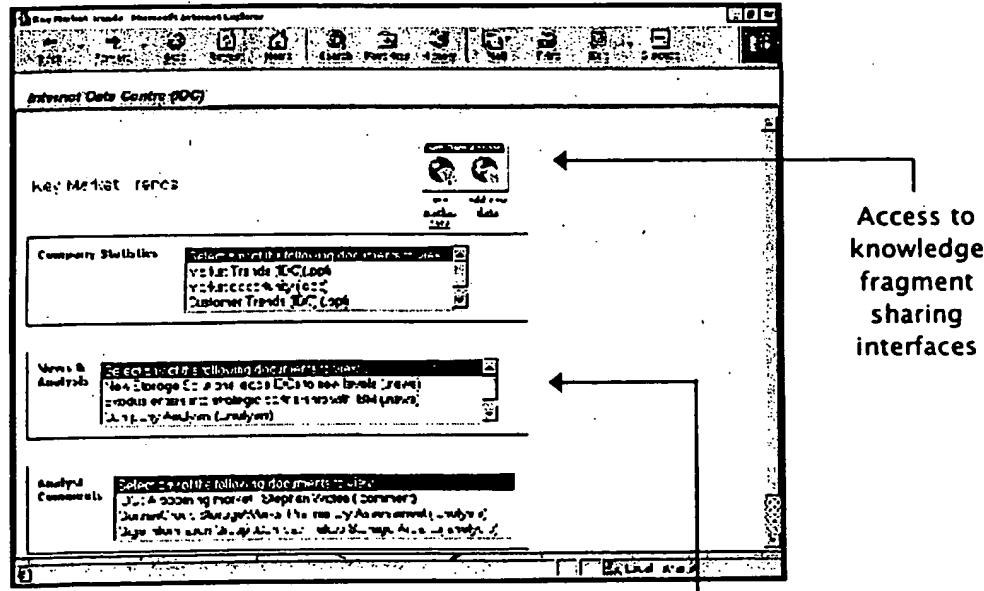


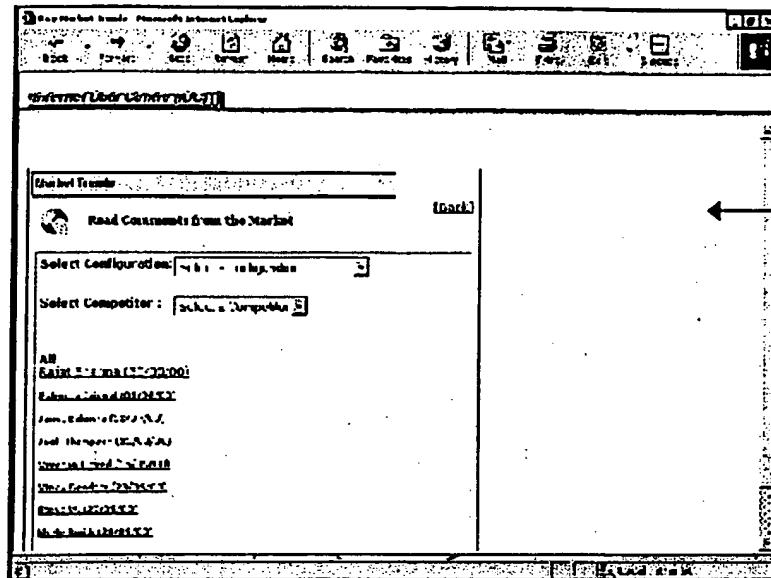
FIG. 5.2



Document clusters delivered around access map outcome 'understanding the client business' for a sales person



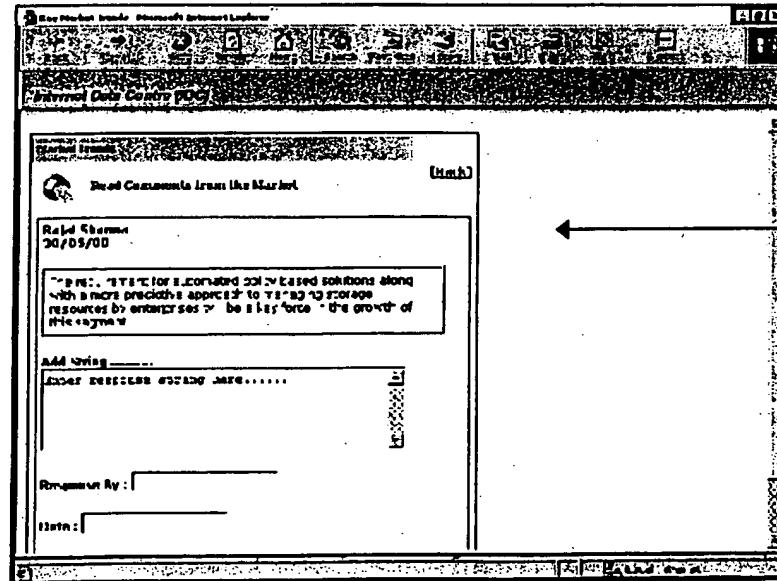
FIG. 5.3



Orthogonal dimensions of concern

- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

FIG. 5.4

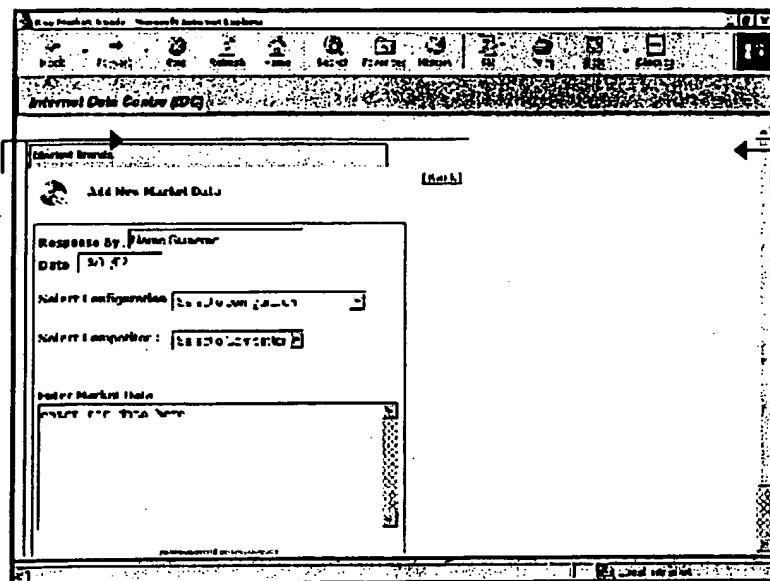


View knowledge fragments and append strings to existing fragments



FIG. 5.5

Point of use  
'understanding client market trends'



Add new knowledge fragments and choose dimensions of concern at one point of use

- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

FIG. 5.6

Access map  
where  
'configuration' is embedded

**Storage Requirements: IDC: Level 2**

This access point aims at arming you with complete solution information, relevant to the solutions for the client, "at his point of evolution" ...

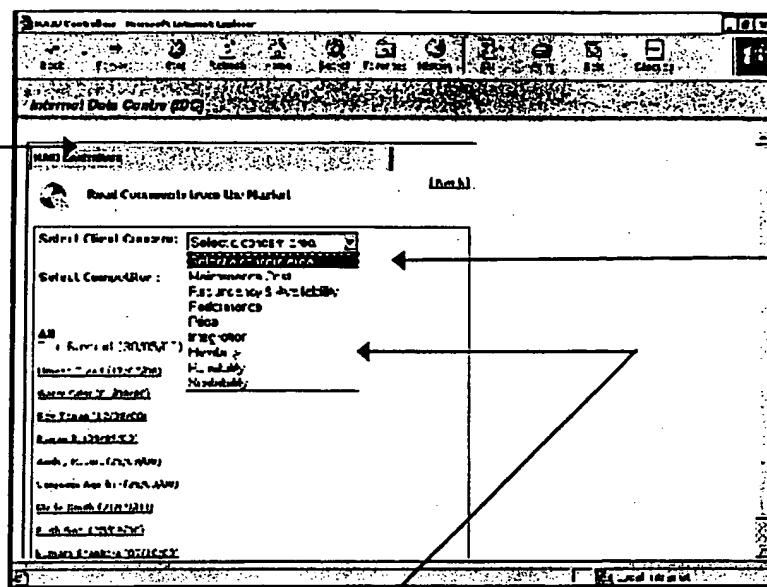
Products and Solutions specific to IDCs in Level 2 (Click to view)...	Solution Interest
Product Interest	
► Disk Drives	► Bi-directional data rep mgr
► Storage Enclosures	► Departmental DataSafe
► <u>SCSI controllers</u>	► <u>Enterprise Backup Solution</u>
► RAID Storage Systems	► Network Attached Storage
► Storage Software	

Role: Sales Person  
Outcome: Knowing the product being 'sold'



FIG. 5.7

Point of use  
'knowing  
about the  
product'



Specifying 'points of  
concern' within an  
orthogonal  
dimension of concern

Retrieve knowledge fragments  
through different points of use  
around different outcomes, on  
common dimensions of concern



FIG. 7.1: DISTINCT SHARING LAYERS BASED ON OUTCOME LEVELS/PERSPECTIVES FOR ANY ORGANIZATION – LAYERS

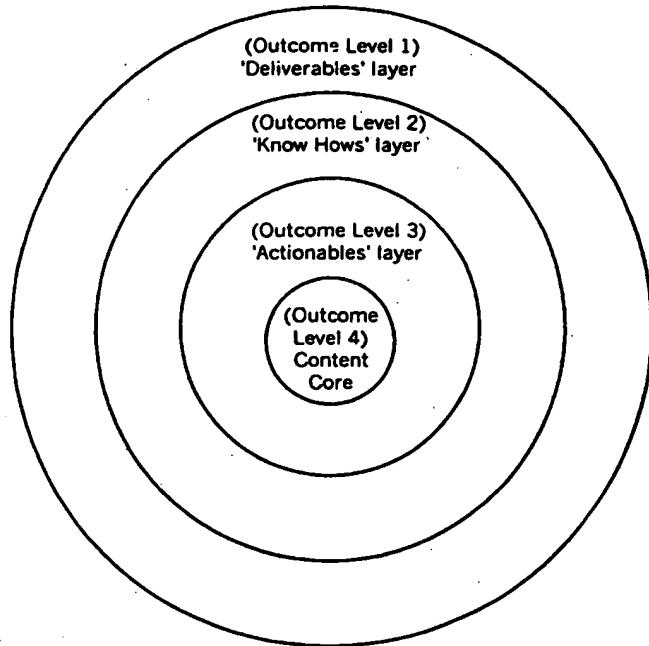
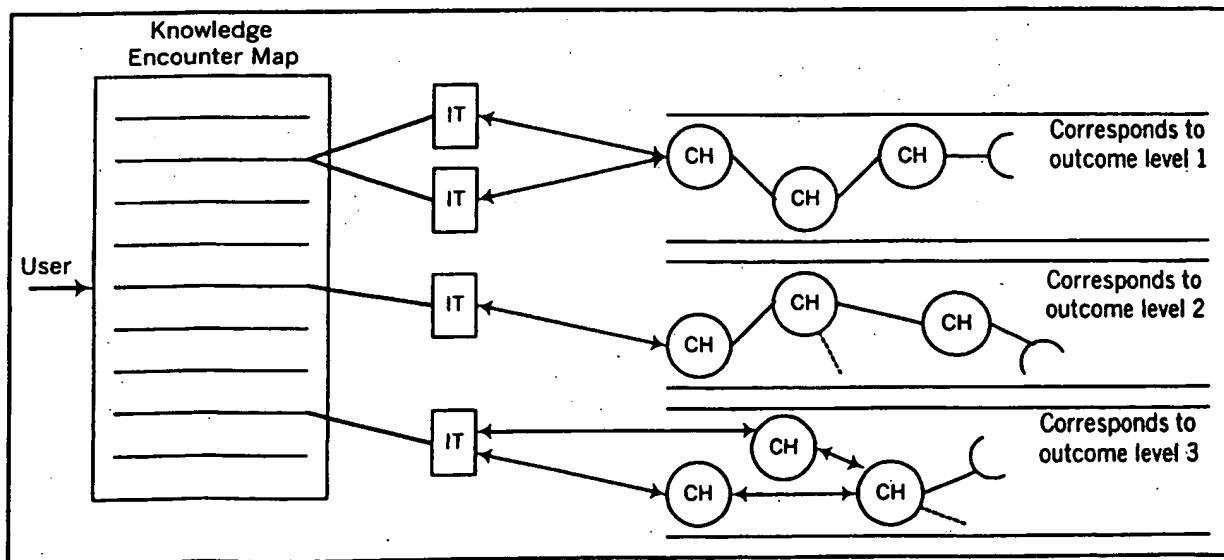


FIG. 7.2: Content Sharing in each Layer



IT: InDoC Tool  
CH: Content Hub



FIG. 8.1: BASIS FOR KNOWLEDGE FRAGMENT SHARING PROTOCOL  
– Dimensions of Concern

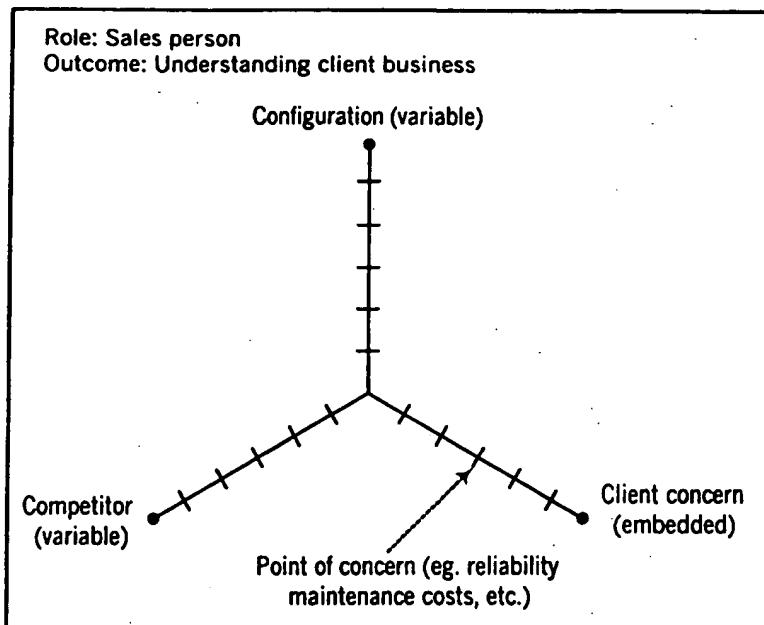


FIG. 8.2: Example

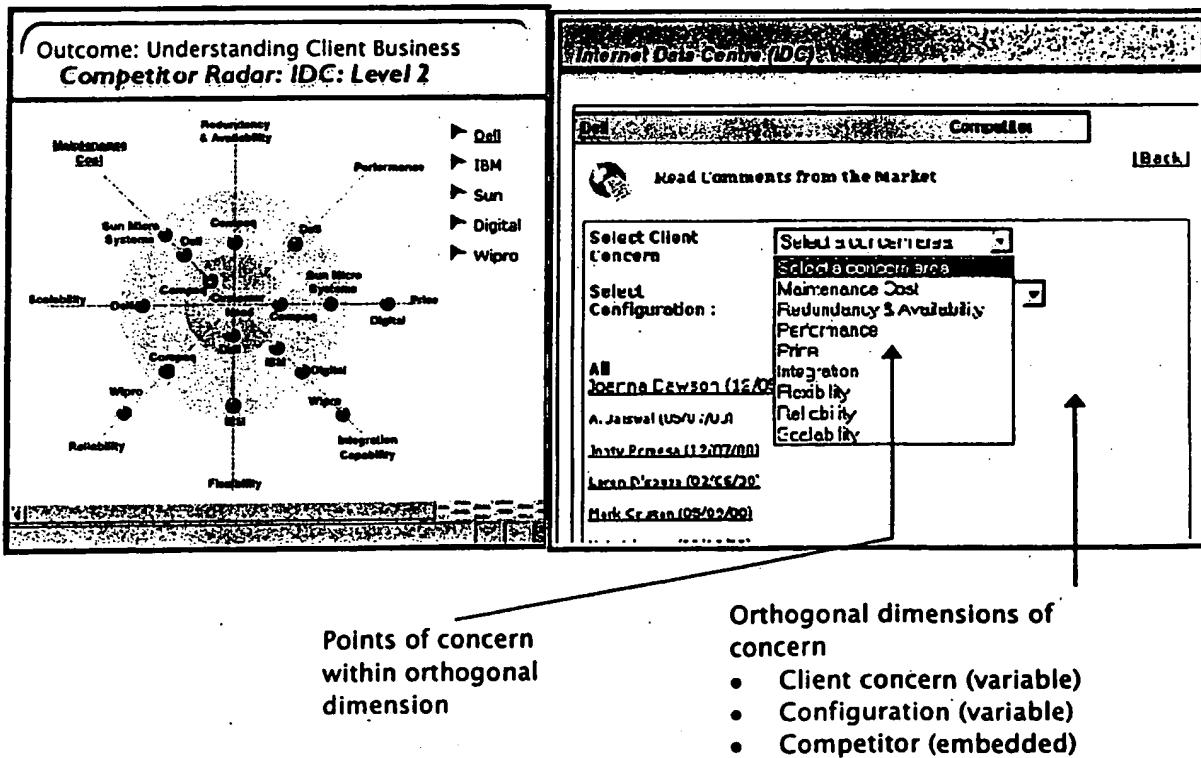




FIG. 11a.1: SPECIALIZED INDOC NET EMBODIMENTS – Case Studies

**Alpha Corporation: What if lease rentals cannot be paid**

The Managing Director of Alpha Limited, V.R. Verma, is a worried man. Two years ago, he had started to set-up a mini alloy-die plant purchasing the land for the factory entirely from his own funds. It had totally exhausted personal funds but he thought the future rewards worth taking that risk. Didn't he have a signed contract for selling his entire production? 20,000 tonnes p.a. for the next 5 years to the country's largest automobile manufacturer, India Motors, who intended to use the steel for making the various components of its new car, then in the initial stages of field testing and expected to hit the road in another 18 months. He had obtained an loan from Industrial Finance Company, the entire plant and machinery to the tune of Rs.100 crores without any security other than the plant itself. His lease rental schedule, which seemed Industrial Finance's a gross return of about 25 percent, was just what suited his company's projected cash flows. (See Exhibit 1)

**Exhibit 1**

Year (end of)	Lease Rental (Rs. Crores)
0	—
1	25
2	25
3	—

FIG. 11a.2

**Case Responses**

**Issue Subject**

**What's the problem?**

- It is a marketing problem by Sanjeev Kumar 09/06/99 04:00:36 PM
- It is a bad loan deal by Edwina D'Souza 09/06/99 04:01:33 PM
- It is a financing problem by Sanjeev Pai 09/06/99 04:00:16 PM

**What's on the issues?**

- What are the chances of recovery by Sanjeev Kumar 09/06/99 04:00:47 PM
- Quick action is the key by Pardh Sangal 09/06/99 04:07:00 PM

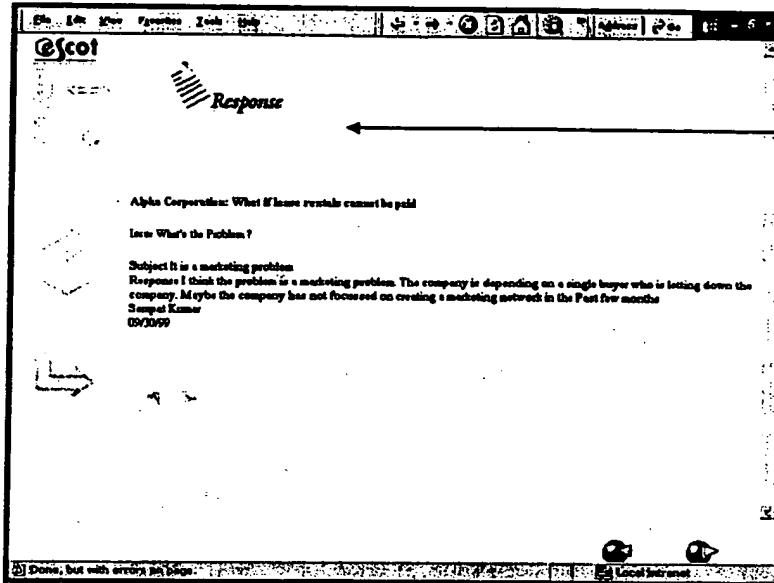
**What are the options?**

- Can we renegotiate the loan deal? by Sanjeev Pai 09/06/99 04:05:44 PM
- Can we get supplier credit in some form by Pardh Sangal 09/06/99 04:07:20 PM
- by Anonymous 10/1/00

**Dimensions of concern derived from the insight architecture**

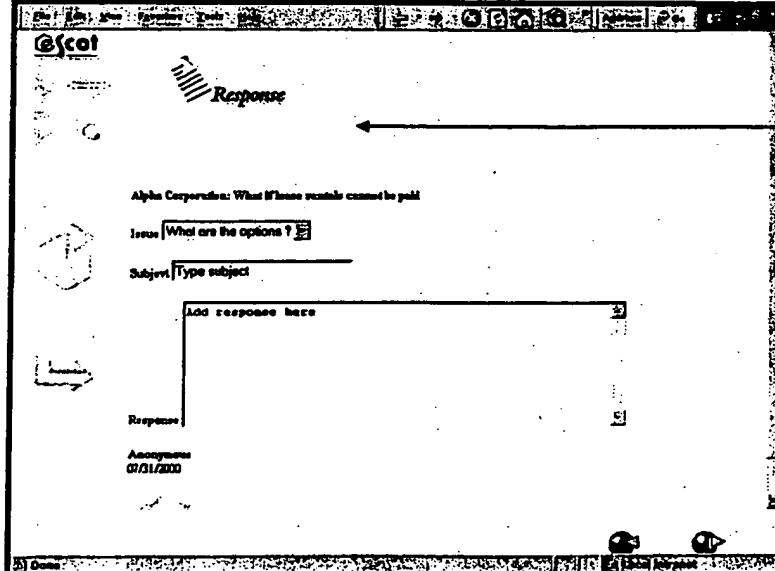


FIG. 11a.3



Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11a.4



Add tacit knowledge which gets embedded into the document cluster in the content structure



FIG. 11b.1: Learning History

The screenshot shows a web-based application titled "Learning History". The interface includes a top navigation bar with links for File, Edit, View, Favorites, Tools, and Help. Below the title, there is a search bar and a "Clear" button. The main content area is titled "Learning History" and contains a list of items categorized by "Category".

Category	Title	Author	Date
▼ Problem Faced	Reducing ownership of company vehicles with lease deal in head office.	by Sampat Kumar	09/20
▼ Suggestion	Reducing ownership of company vehicles with lease deal in head office.	by Sampat Kumar	09/20
▼ What went wrong?	Reducing ownership of company vehicles with lease deal in head office.	by Sampat Kumar	09/20
▼ Better Idea	Leasing out of unused company premises at Delhi	by Rebecca Iyyerh	09/20
▼ Suggestion	Leasing out of unused company premises at Delhi	by Rebecca Iyyerh	09/20

Dimensions of concern derived from the insight architecture

FIG. 11b.2

The screenshot shows a web-based application titled "Response". The interface includes a top navigation bar with links for File, Edit, View, Favorites, Tools, and Help. Below the title, there is a search bar and a "Clear" button. The main content area is titled "Response" and contains a document cluster related to a marketing problem.

**Alpha Corporation: What if there remains no one to be paid**

**Issue: What's the Problem?**

**Subject:** It is a marketing problem

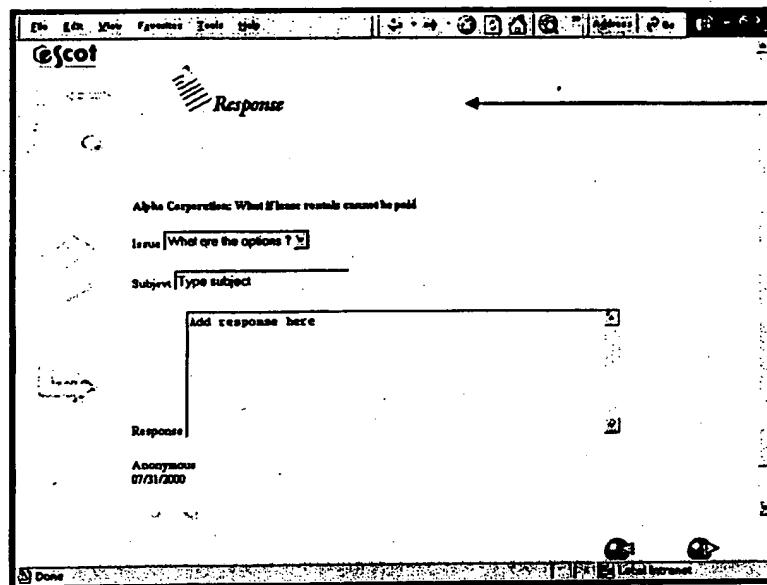
**Response:** I think the problem is a marketing problem. The company is depending on a single buyer who is letting down the company. Maybe the company has not focused on creating a marketing network in the last few months

Sampat Kumar  
09/20/09

Retrieve tacit knowledge fragments embedded in the document cluster

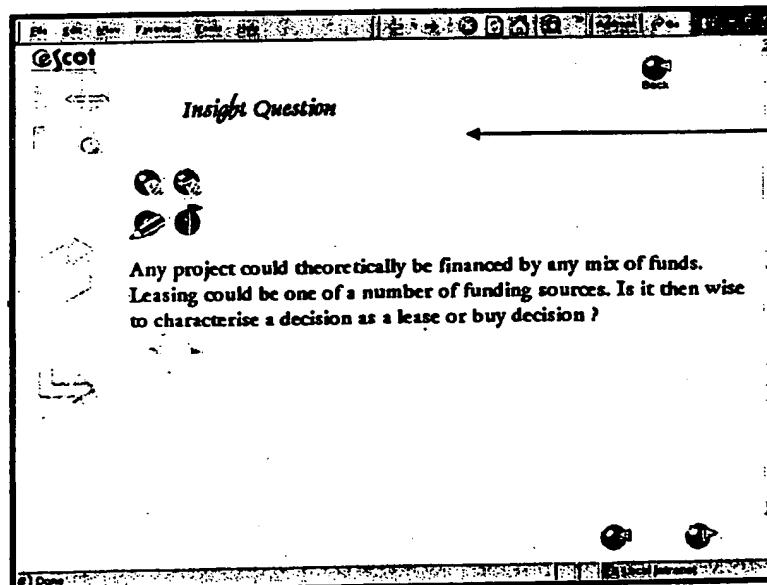


FIG. 11b.3



Add tacit knowledge which gets embedded into the document cluster in the content structure

FIG. 11c.1: Insight Questions



Dimensions of concern derived from the insight architecture



FIG. 11c.2

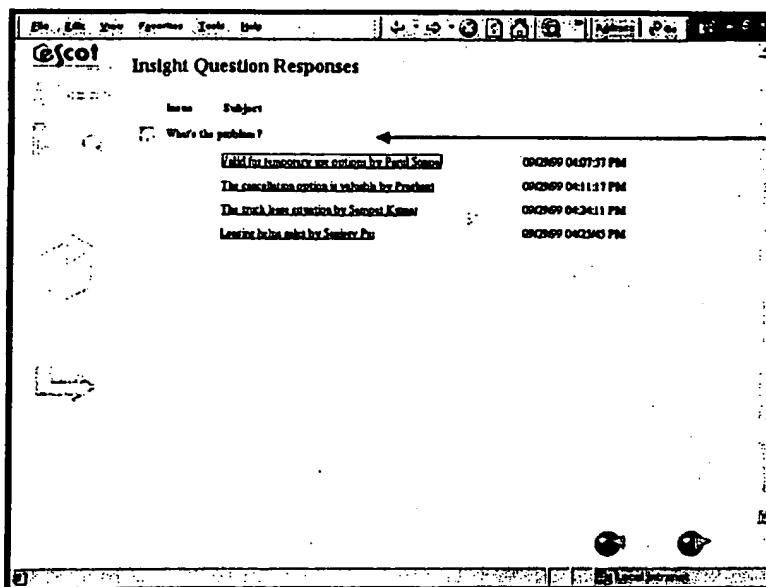


FIG. 11c.3

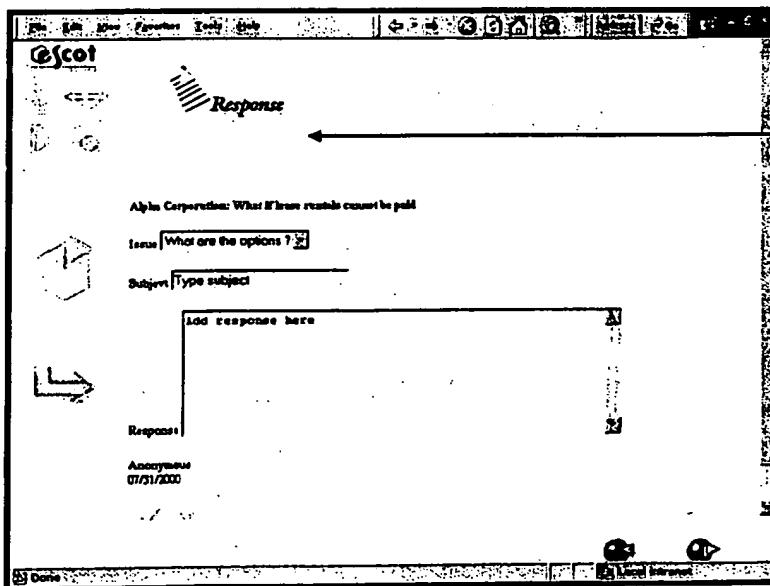
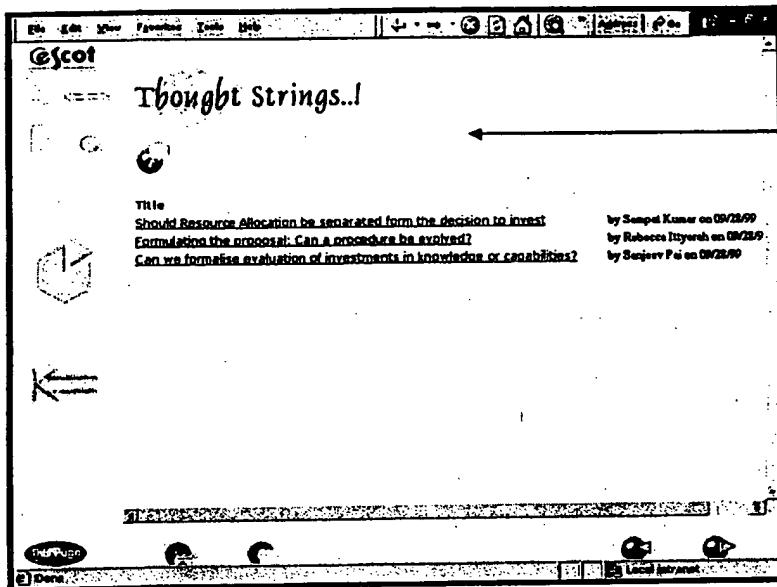


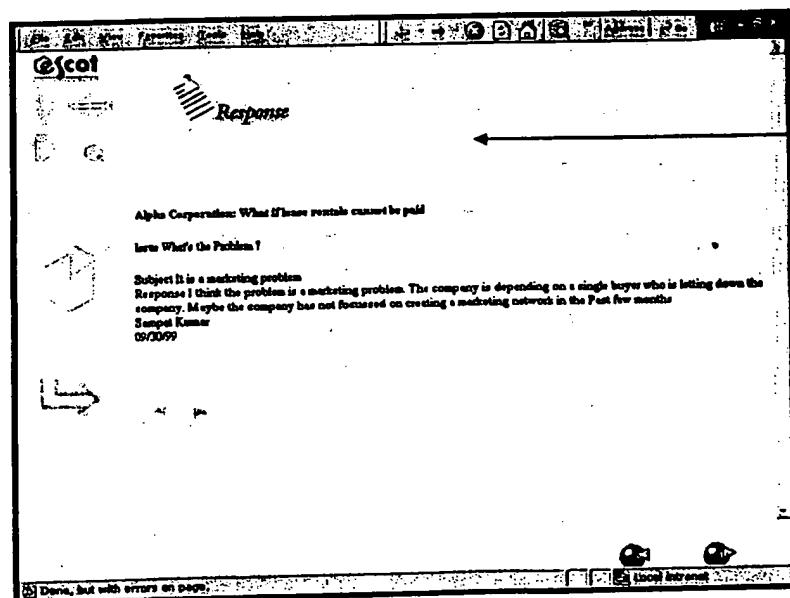


FIG. 11d.1: Thought String



Dimensions of concern derived from the insight architecture

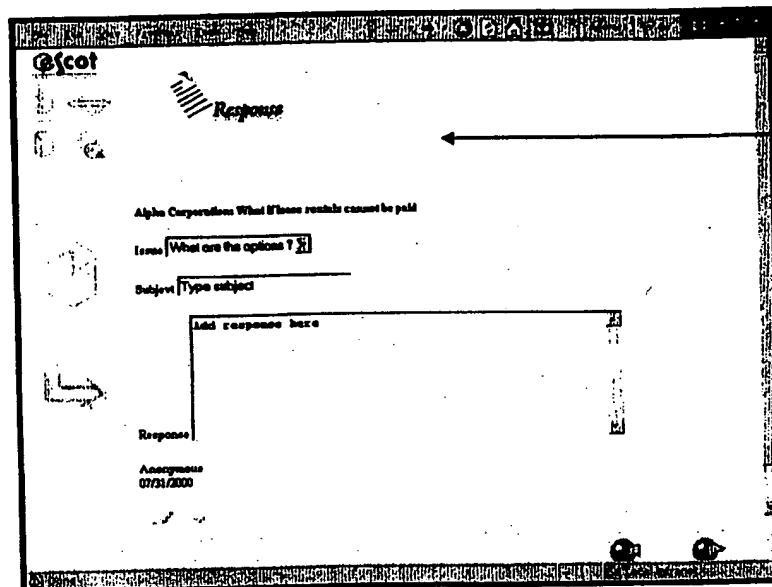
FIG. 11d.2



Retrieve tacit knowledge fragments embedded in the document cluster

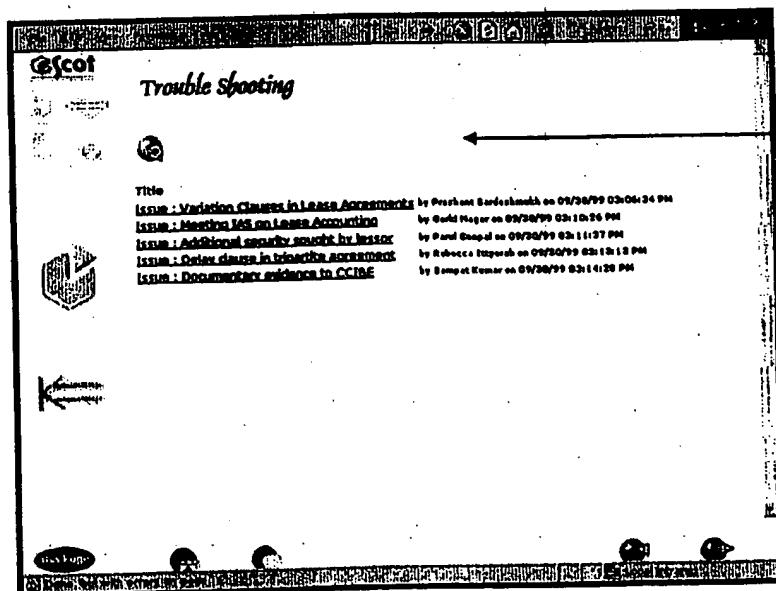


FIG. 11d.3



Add tacit knowledge which gets embedded into the document cluster in the content structure

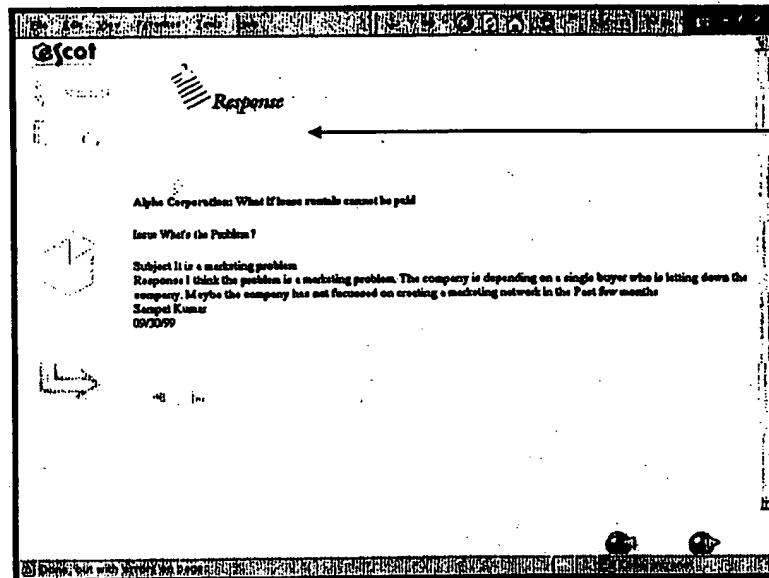
FIG. 11e.1: Trouble Shooting



Dimensions of concern derived from the insight architecture

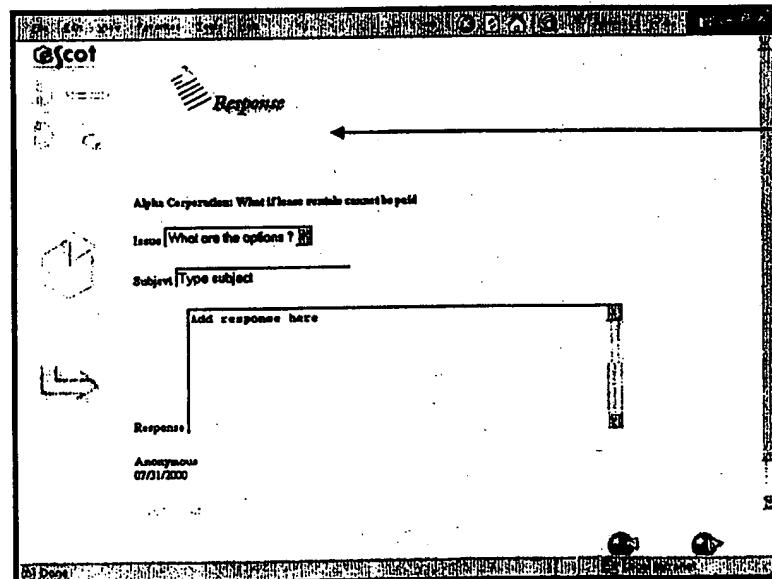


FIG. 11e.2



Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11e.3



Add tacit knowledge which gets embedded into the document cluster in the content structure